AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend the claims as follows:

1.-14. (Canceled)

15.   (Previously Presented) A method of providing troubleshooting assistance for use of a communications device of a computer system, comprising:

at the computer system, utilizing a computer-implemented application to perform one or more checks on the communications device;

at the computer system, utilizing the computer-implemented application to detect from the one or more checks whether there is a problem related to operation of the communications device that a re-start may solve;

at the computer system, utilizing the computer-implemented application to initiate the re-start of the communications device upon detecting that there is a problem that the re-start may solve;

at the computer system, utilizing the computer-implemented application to detect whether the re-start of the communications device solved the problem; and

at the computer system, utilizing the computer-implemented application to re-set the communications device upon detecting that the re-start failed to solve the problem.

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16.   (Previously Presented) The method of claim 15, wherein the communications device is a digital subscriber line modem and the problem that a re-start may solve is a failure of a transceiver to synchronize.

17.-37.   (Canceled)

38.   (Previously Presented) The method of claim 15, wherein utilizing the computer-implemented application to perform the one or more checks comprises checking a connection between the computer system and the communications device.

39.   (Previously Presented) The method of claim 15, wherein utilizing the computer-implemented application to perform the one or more checks comprises · checking operational parameters of the communications device.

40.   (Previously Presented) The method of claim 15, utilizing the computer-implemented application to perform the one or more checks comprises checking for a response from a DNS server.

41.   (Previously Presented) The method of claim 15, utilizing the computer-Implemented application to perform the one or more checks comprises checking for a response from an email server.

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42.   (Previously Presented) The method of claim 15, wherein providing troubleshooting assistance for use of the communications device comprises using a digital subscriber line modem.

43.   (Currently Amended) A system for providing troubleshooting assistance for use of a communications device, the system comprising:

a memory storage; and

a processing unit coupled to the memory storage, wherein the processing unit is operative to:

utilize a computer-implemented application to perform one or more checks on the communications device, wherein the computer-implemented application is stored on the memory storage unit;

utilize the computer-implemented application to detect from the one or more checks whether there is a problem related to operation of the communications device that a re-start may solve;

utilize the computer-implemented application to initiate the re-start of the communications device upon detecting that there is a problem that the re-start may solve;

utilize the computer-implemented application to detect whether the re-start of the communications device solved the problem; and

utilize the computer-implemented application to re-set the communications device upon detecting that the re-start failed to solve the problem.

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44.   (Previously Presented) The system of claim 43, wherein the communications device is a digital subscriber line modem and the problem that a re-start may solve is a failure of a transceiver to synchronize.

45.   (Canceled)

46.   (Previously Presented) The system of claim 43, wherein the communications device is a digital subscriber line modem.

47.   (Previously Presented) A computer-readable medium which stores a set of instructions which when executed performs a method for providing troubleshooting assistance for use of a communications device of a computer system, the method executed by the set of instructions comprising:

utilizing a computer-implemented application to perform one or more checks on the communications device;

utilizing the computer-implemented application to detect from the one or more checks whether there is a problem related to operation of the communications device that a re-start may solve;

utilizing the computer-implemented application to initiate the re-start of the communications device upon detecting that there is a problem that the re-start may solve;

utilizing the computer-implemented application to detect whether the re-start of the communications device solved the problem; and

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utilizing the computer-implemented application to re-set the communications device upon detecting that the re-start failed to solve the problem.

48.   (Previously Presented) The computer-readable medium of claim 47, wherein utilizing the computer-implemented application to initiate the re-start of the communications device comprises utilizing the computer-implemented application when the problem that a re-start may solve comprises a failure of a transceiver to synchronize.

49.   (Canceled)

50.   (Previously Presented) The computer-readable medium of claim 47, wherein utilizing the computer-implemented application to perform the one or more checks comprises utilizing the computer-implemented application for checking a connection between the computer system and the communications device.

51.   (Previously Presented) The computer-readable medium of claim 47, wherein utilizing the computer-implemented application to perform the one or more checks comprises utilizing the computer-implemented application for checking operational parameters of the communications device.

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52. (Previously Presented) The computer-readable medium of claim 47, wherein utilizing the computer-implemented application to perform the one or more checks comprises utilizing the computer-implemented application for checking for a response from a DNS server.

53. (Previously Presented) The computer-readable medium of claim 47, wherein utilizing the computer-implemented application to perform the one or more checks comprises utilizing the computer-implemented for checking for a response from an email server.

54. (Previously Presented) The computer-readable medium of claim 47, wherein providing troubleshooting assistance for use of the communications device comprises providing troubleshooting assistance using a digital subscriber line modem.

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